

Claims

1. A method for supplying a number of service providers (SDL1, SDL2) with technical service devices, wherein each of the service
5 providers (SDL1 or SDL2) is assigned a plurality of service devices (SG11, SG12 or SG2) in each case and each of the service providers in each case provides services to a plurality of installation sites which are at different locations from storage sites for their service devices, comprising the following method
10 steps:
- administration, with the aid of a data processing system (DV), of the service devices by a device service provider (GDL) to which the respective plurality of service devices is made
15 available by the service providers, each of the service providers being able to access the data processing system and to request, via the data processing system, a delivery of one or more of their service devices to a desired installation site,
 - delivery of the requested service device(s) to the desired
20 installation site by the device service provider (GDL).
2. The method as claimed in claim 1,
characterized in that the device service provider
(GDL) has a plurality of self-owned additional service devices
25 (SG-GDL) which the service providers (SDL1, SDL2) can request via the data processing system (DV) for delivery to the desired installation site.
3. The method as claimed in claim 1 or 2,

characterized in that at least one of the service providers (SDL1) can request a service device of another of the service providers (SDL2) via the data processing system (DV).

5 4. The method as claimed in claim 1,

characterized in that following a request for a service device by one of the service providers the following steps are executed by the data processing system (DV):

- 10 - checking of the availability of the requested service device in the service provider's service device inventory administered by the device service provider
- if there is availability in the service device inventory of the service provider: delivery of the service device from the service provider's service device inventory.

15

5. The method as claimed in claim 4,

characterized in that the following further steps are executed by the data processing system (DV):

- 20 - if there is no availability in the service device inventory of the service provider: checking of the availability of the service device in a service device inventory owned by the device service provider
- if there is availability in the device service provider's own service device inventory: delivery of the service device from
- 25 the device service provider's own service device inventory.

6. The method as claimed in claim 5,

characterized in that the following further steps are executed by the data processing system:

- 30 - if there is no availability in the device service provider's own service device inventory: checking of the availability of

the service device in the service device inventories of the further service providers

- if there is availability in the service device inventories of the further service providers: delivery of the service device from the service device inventory of one of the further service providers.

7. The method as claimed in claim 6,

characterized in that the following further steps are executed by the data processing system:

- if there is no availability in the service device inventory of the further service providers: purchase and delivery of the service device by the device service provider.

8. The method as claimed in one of the preceding claims,

characterized in that the technical service devices comprise tools and/or measuring and/or testing means.

9. The method as claimed in one of the preceding claims,

characterized in that the service providers access the data processing system (DV) via a data communications network (3), in particular the internet and/or an intranet.

10. The method as claimed in one of the preceding claims,

characterized in that a device data record (13) is stored in the data processing system (DV) for each of the service devices, said device data record 13 containing data uniquely characterizing the respective service device in terms of device type, location and user.

11. The method as claimed in claim 10,

characterized in that the device data record (13) additionally includes device owner data, leasing costs data and/or purchase price data.

5 12. The method as claimed in claim 10 or 11, characterized in that the device data record (13) additionally includes a date for a recall of the service device.

13. The method as claimed in claim 12,
10 characterized in that the data processing system (DV) automatically compares a current date with the date for a recall of the service device and if the current date exceeds the recall date a recall of the service device to the device service provider is initiated.

15 14. The method as claimed in claim 12 or 13, characterized in that the date for a recall of the service device is a date for the calibration of the service device.

20 15. The method as claimed in one of the preceding claims, characterized in that the service providers (SDL1 and SDL2) have a defined set of service personnel (SP11, SP12 and SP21, SP22) who can request service devices and that in the data
25 processing system (DV) there is stored for each of the service personnel a respective personnel data record (14) containing data uniquely characterizing the service personnel in terms of name and associated service provider.

30 16. The method as claimed in claim 15,

characterized in that the personnel data record (14) includes criteria for the validity of a device request and/or a person with release authorization for the release of an invalid device request.

5

17. The method as claimed in claim 16, characterized in that when a device request is made by service personnel the data processing system (DV) checks the validity of the device request against the personnel-related
10 admissibility criteria and if the device request is not valid, requests the person with release authorization associated with the service personnel to initiate a release of the device request.

15

18. The method as claimed in claim 16, characterized in that the personnel-related admissibility criteria include a maximum permitted purchase price.

20

19. The method as claimed in claim 15, characterized in that one or more of the service devices are assigned to service personnel (SP11, SP12, SP21, SP22) in the data processing system (DV) and only the service devices assigned to said service personnel are offered by the
25 data processing system (DV) in the form of a catalog for requests.

30

20. A system (1) for supplying a plurality of service providers (SDL1, SDL2) with technical service devices, wherein each of the service providers is assigned a plurality of service devices (SG11, SG12 and SG2) in each case and each of the service

providers in each case provides services at a number of installation sites that are at different locations from storage sites for their service devices, comprising

- a data processing system (DV) of a device service provider (GDL) to whom the respective plurality of service devices is made available by the service providers, for administration of the service devices, whereby the data processing system (DV) is accessible to each of the service providers and a delivery of one or more of their service devices to a desired installation site can be requested via the data processing system,
- means (23) for initiating the delivery of the requested service device(s) to the desired installation site by the device service provider.

15

21. The system (1) as claimed in claim 20, characterized in that the device service provider (GDL) has a plurality of self-owned additional service devices (SG-GDL) which can be requested for the service providers (SDL1, SDL2) via the data processing system (DV) for delivery to the desired installation site.

20

22. The system (1) as claimed in claim 20 or 21, characterized in that a service device of another of the service providers (SDL2) can be requested by at least one of the service providers (SDL1) via the data processing system (DV).

25

23. The system (1) as claimed in claim 20, characterized in that the data processing system (DV) has means (18) for checking the availability of a requested service device in the service device inventory of the service

30

provider (SDL1 or SDL2), said service device inventory being administered by the device service provider (GDL).

24. The system (1) as claimed in claim 23,

5 characterized in that the data processing system (DV) has means (19) for checking the availability of a requested service device in a service device inventory owned by the device service provider (GDL).

10 25. The system (1) as claimed in claim 24,

characterized in that the data processing system (DV) has means (20) for checking the availability of a requested service device in the service device inventory of the further service provider (SDL2 or SDL1), said service device inventory
15 being administered by the device service provider (GDL).

26. The system (1) as claimed in claim 20,

characterized in that the data processing system (DV) has means (21) for initiating a purchase of a requested
20 service device.

27. The system (1) as claimed in claim 20,

characterized in that the technical service devices comprise tools and/or measuring and/or testing means.
25

28. The system (1) as claimed in claim 20,

characterized in that the service providers (SDL1, SDL2) are connected to the data processing system (DV) via a data communications network (3), in particular the internet and/or an
30 intranet.

29. The system (1) as claimed in one of the claims 20 to 28,
characterized in that a device data record (13) is
stored in the data processing system (DV) for each of the service
devices, said device data record (13) containing data uniquely
5 characterizing the respective service device in terms of device
type, location and user.

30. The system (1) as claimed in claim 29,
characterized in that the device data record (13)
10 additionally includes device owner data, leasing costs data
and/or purchase price data.

31. The system (1) as claimed in claim 29 or 30,
characterized in that the device data record (13)
15 additionally includes a date for a recall of the service device.

32. The system (1) as claimed in claim 31,
characterized in that the data processing system
(DV) has means (24) for automatically comparing a current date
20 with the date for a recall of the service device and for
initiating a return delivery of the service device to the device
service provider if the current date exceeds the recall date.

33. The system (1) as claimed in claim 32,
25 characterized in that the date for a recall of the
service device is a date for the calibration of said service
device.

34. The system (1) as claimed in one of the claims 20 to 33,
30 characterized in that the service providers (SDL1,
SDL2) have a defined set of service personnel (SP11, SP12, SP21,

SP22) who can request service devices and that in the data processing system (DV) there is stored for each of the service personnel a respective personnel data record (14) containing data uniquely characterizing the service personnel in terms of name
5 and associated service provider.

35. The system (1) as claimed in claim 34,
characterized in that the personnel data record (14)
includes criteria for the validity of a device request and/or a
10 person with release authorization for the release of an invalid
device request.

36. The system (1) as claimed in claim 35,
characterized in that the data processing system
15 (DV) has means (22) for checking the validity of a device request
of service personnel against the personnel-related admissibility
criteria of the service personnel and for outputting a release
request to the person with release authorization associated with
the service personnel if the device request is not valid.

20

37. The system (1) as claimed in claim 35,
characterized in that the personnel-related
admissibility criteria include a maximum permitted purchase
price.

25

38. The system (1) as claimed in claim 34,
characterized in that one or more of the service
devices are assigned to service personnel in the data processing
system (DV) and that means (17) for catalog generation are
30 provided by means of which only the service devices assigned to

the service personnel in each case can be displayed in the form of a catalog.

39. The system (1) as claimed in claim 29 and/or claim 34,
5 characterized in that the data processing system (DV) has a database (6) in which the device data records (13) and/or the personnel data records (14) are stored.

40. The system (1) as claimed in claim 20,
10 characterized in that the data processing system (DV) is a server computer system (4).

41. The system (1) as claimed in claim 40,
characterized in that the service providers access
15 the server computer system (4) via client computers (5).

42. The system (1) as claimed in claim 41,
characterized in that the server computer system (4)
comprises at least one web server (30).

20 43. The system (1) as claimed in claim 42,
characterized in that a web server (34) with no resident data resource is installed upstream of the web server 30 as a front-end.

25 44. The system (1) as claimed in claim 42,
characterized in that the web server (30) is communicatively connected to one or more ERP database systems (39).